



Providence Water's Plan for Recommencing Collection Activities and Customer Outreach

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(401) 521-6300

125 Dupont Drive
Providence, RI 02907

www.provwater.com

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Once the Commission lifts the termination moratorium Docket 5022, Providence Water will **SLOWLY** ease back into our collection practices. Customer outreach plans will include, but will not be limited to, a dedicated staff calling residential and commercial customers with outstanding balances over 90 days or greater. We will be offering all customers a 90 day 0% interest payment plan. If special conditions apply or longer plans are requested they will require supervisory approval and will be re-evaluated on a case-by-case basis.

If call results find that our customers are still out of work or under doctor's care due to the COVID-19 virus, or if businesses still remain closed, then we will add the account to a COVID Call Back tracking spread sheet and reach out to the account on a monthly basis for updates.

Once City buildings officially reopen, or if Providence Water is allowed to open part time to assist all our customer needs, we have the capability of shifting our cross trained Senior Administrative Clerks, who are currently working in other Providence Water departments, back to Customer Service, if necessary, to assist with a high volume of customer needs. We also have the ability to have other union staff work down in classification assisting customers, if necessary.

We will work on "customer comfortable" payment plans that can meet customer needs while not affecting our day to day responsibilities and obligations. Providence Water will also offer our **residential and commercial** customers an interest-free 3-month payment agreement on their outstanding balance, if requested. Under extreme circumstances, Providence Water, with supervisor approval, could offer up to a 1-year payment plan at 1% monthly interest if the customer has a proven satisfactory past payment history.

Providence Water recognizes that the termination of water service to a residential account could lead to serious health concerns as the residents would not have the ability to wash their hands or practice good hygiene. This pandemic has caused a financial strain on the community so we expect to see a continued drop off on our collection activity. However, it has not yet caused a major issue on our cash flow.

If a drop off in collection activity leads to a serious cash flow issue, we plan to petition the PUC and seek approval to tap into our restricted accounts.

Providence Water will adhere to all future orders filed by the PUC and the Division.